



Invitation to final conference

## The impact of digitalisation on job quality and social dialogue in public services across the EU

**25 September 2023 – 09:00 am – 4:15 pm**  
**Brussels and online**

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**Venue:** Kartuizercenter, Auditorium, Rue des Chartreux 70 – 1000 Brussels

In recent decades, public services in EU countries have been under constant and often contradictory pressure: they have been required to modernise to improve their efficiency, while significantly reducing their expenditure and staffing levels. The job quality of public sector workers has deteriorated across Europe, as evidenced by stagnating or declining (real) wages on the one hand and work intensification and 'extensification' on the other. The quality of public services themselves is being questioned. Digitalisation has added a further dimension, significantly changing the ways in which public services are organised, mediated and provided to citizens.

Against this backdrop, the aim of the European Commission-funded research project '*The impact of digitalisation on job quality and social dialogue in public services*' (DIGIQU@LPUB, 2021-2023) is to improve our understanding of this impact, highlighting the perceptions that workers themselves have of the changes generated by digitalisation in the performance of their daily tasks. It also aims to raise awareness among trade unions and decision-makers of the consequences of digitalisation for public services.

Coordinated by the Brussels-based European Social Observatory (OSE), the project has the ambition of enriching the debate on this topic among social partners and to provide guidance, through hands-on policy recommendations, to both European and national trade unions and decision-makers on suitable ways to address it. At the core of the project are eight case studies in as many countries: Denmark, France, Finland, Germany, Hungary, Italy, Poland and Spain. The focus was on three public sectors or services: electricity suppliers, public administration and hospitals (healthcare services).

We have the pleasure of hereby inviting you to the project's final conference in Brussels on **Monday 25 September 2023**. Its primary focus will be on the impact of digitalisation on job quality and social dialogue in public services in Europe. The event is a key opportunity for a frank exchange of views between researchers, national and European policymakers and stakeholders. Leading experts in the field will shed light on recent developments, challenges and opportunities, notably during expert panels focusing on specific sectors and dedicated country evidence, as well as a more forward-looking and political roundtable discussion. Further details can be found in the **programme**.

**Simultaneous interpretation:** English, French and Italian will be provided.

We hope to see you on 25 September 2023.

Bart Vanhercke,  
Director, European Social Observatory

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## Practical information:

**Venue:** Kartuizercenter, Auditorium, Rue des Chartreux 70 – 1000 Brussels

**Online registration (mandatory):** <https://europeansocialobservatory.limesurvey.net/484854?lang=en>

**For those who will follow the conference online, you will receive the Zoom link in your registration confirmation.**

**Interpretation:** English, French and Italian

**DIGIQU@LPUB website:** <http://www.digiquapub.eu>

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With the financial support of the

